

City of West University Place



Reservation & Facility Use Policies

Effective January 1, 2012

TABLE OF CONTENTS

WELCOME/THANK YOU.....	2
FREQUENTLY ASKED QUESTIONS.....	3
CONTACT INFORMATION.....	5
FACILITY INFORMATION.....	5
FEE SCHEDULE.....	6
ADDITIONAL CHARGES.....	6
ATTENTION.....	7
RESERVATION & FACILITY USE POLICIES.....	7
SECTION I: DEFINITIONS.....	7
SECTION II: ELIGIBILITY.....	8
SECTION III: RESERVATION PROCEDURES.....	9
SECTION IV: FEES AND DEPOSITS.....	10
SECTION V: ENTRANCE & ACCESS.....	11
SECTION VI: CITY PROPERTY.....	11
SECTION VII: PERSONAL PROPERTY.....	12
SECTION VIII: EVENT SECURITY.....	13
SECTION IX: SETUP.....	13
SECTION X: CLEAN UP.....	14
SECTION XI: CHANGES, CANCELLATIONS & REFUNDS.....	15
SECTION XII: EMERGENCIES.....	16

Thank you for choosing the City of West University Place to conduct your function. We offer a variety of facility rental opportunities. In order to ensure that the experience fulfills yours and your guests' expectations, we have prepared this pamphlet outlining all of the City's facility rental policies, rules and procedures. Please take a few moments to review this document carefully and should you have any questions or concerns, please allow us the opportunity to address them during the reservation process.

A Rental Caretaker/Parks and Recreation staff member will be assigned to your function and remain on site from the beginning to the end (does not apply to Pavilion rentals). This individual is responsible for ensuring that the facility is opened on time, ensuring that all mechanical and electrical systems are functioning properly, assisting you during the course of your rental with various housekeeping and informational matters, and securing the facility at the conclusion of your function.

FREQUENTLY ASKED QUESTIONS

- **Q: What do I do if the Rental Caretaker does not show up?**
 - **A: Please phone 713-662-5850 and inform the Police/Fire communications personnel of your situation. They will be able to immediately provide you with a key to access the building and will contact the on-call supervisor to investigate the status of the Rental Caretaker's arrival to your function.**
- **Q: Am I able to extend the length of my facility rental on the date of the rental?**
 - **A: Unfortunately, it is against City policy to extend or change the rental time period on the day of the rental. If the Applicant feels that more time is necessary for the event, please inform the City Representative in advance, up to three days prior to the rental. The City will make every effort to accommodate the said request, but in lieu of other possible rentals and Rental Caretaker availability, no guarantees can be made. Additional time, if given, will be charged at the same rate as the rental.**
- **Q: Why are rental customers not allowed the opportunity to clean the facility themselves? (this does not apply to pool & pavilion rentals, the renter IS responsible for cleaning up after themselves).**
 - **A: It has been our experience that after the demands of hosting an event, most customers are not attentive to the clean-up effort. By requiring our janitorial service to be responsible for all post-event clean up, our maintenance standards are insured and the rental customer will not be responsible for clean-up.**
- **Q: When will I receive my security deposit refund?**
 - **A: We facilitate all refund paperwork the week following the rental and can usually expedite a refund within 7-14 business days from the rental function.**
- **Q: What do I do if I have an issue during my rental that the Caretaker cannot or will not address?**

FREQUENTLY ASKED QUESTIONS (continued)

- **A: Please phone the Police Communications personnel at 713-662-5850 and request that they have a Parks and Recreation Department supervisor contact you immediately – please provide them with your contact number.**

CONTACT INFORMATION

Police & Fire Communications:	713-662-5850
Senior Service Manager: Toby Brooks	713-662-5897 tbrooks@westutx.gov
Senior Service Rec. Spec. Patricia Noren	713-662-5896 pnoren@westutx.gov
Recreation Manager: Brittany Bakes	713-662-7427 bbakes@westutx.gov
Recreation Specialist Shadey Caraveo	713-662-7426 SAhani-Caraveo@westutx.gov

FACILITY INFORMATION

FACILITY	ADDRESS	PHONE
Colonial Park Pool:	4130 Byron	713-662-7460
Community & Senior Center:	6104 Auden	713-662-5896
Scout House:	6108 Edloe	713-662-5896

FEE SCHEDULE

FACILITY	HOURLY RATES	OCCUPANCY
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Colonial Park

Picnic Pavilion:	\$45R/ \$65 NR	40
Pool & Wooden Deck:	\$250R & N/A NR (2hrs flat fee, 30 guests)	
Pool & Multi-Purpose Room Rental:	\$300R & N/A NR (2hrs flat fee, 30 guests)	
Exclusive Pool & Multi-Purpose Room Rental:	\$600R & N/A NR (2hrs flat fee, 75 guests)	
Multi-Purpose Room Rental (off-season, no pool use):	\$50.00R & N/A NR	
Kitchen Rental	Not available for rental	

Community Building

Auditorium:	\$50R/ \$75NR	150
Activity Room:	\$35R/\$45NR	25
Senior Room:	\$50R/\$75NR	85
Meeting Room:	\$35R/ \$45NR	15
Kitchen:	\$25R/ \$35NR	10
<u>Scout House</u>	\$40R/\$60NR	75

Note: All non-resident rentals require a resident sponsor.

ADDITIONAL CHARGES

**Administrative Fee
Required**

\$45 Flat Fee

- **Janitorial Service is required for all indoor rentals serving food and/or beverages.**

**Security Deposit
Required**

\$200.00 Flat Fee

- **The Security Deposit is fully refundable, provided there are no additional fees or charges incurred during the course of your rental.**
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ATTENTION

- **ALL Associated Fees must be paid in full at the time the rental reservation is made.**
 - **ALL Rental & Reservation Forms must be completed and signed at the time the rental reservation is made.**
 - **PLEASE have your copies of the Rental Reservation Form, Payment Receipts, ID, and Rental Customer Hand-Book with you at all times during your rental.**
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RESERVATION AND FACILITY USE POLICIES

The City of West University Place Parks and Recreation Department provides facilities for social, civic, cultural, recreational, or charitable purposes. Use of a facility for business or private enterprise is prohibited. The City has developed a facility use policy that provides an opportunity for Residents and Non-Residents (resident sponsor required) to rent the facilities, while not allowing any one group to dominate use of the facilities particularly during peak demand. Applicants reserving West University Place Parks and Recreation facilities agree to abide by the following policies:

SECTION I - DEFINITIONS

- I.1 **City**: refers to the City of West University Place
- I.2 **City Council**: refers to the City Council of West University Place, Texas
- I.3 **Department**: refers to the West University Place Parks and Recreation Department
- I.4 **Applicant**: may be referred to as user, client, renter, customer, and defining the person completing the rental application
- I.5 **Nonprofit Organization**: shall be considered a nonprofit organization if they are currently recognized as exempt from federal income tax under section 501(c)(3) of the Internal Revenue Code (IRC) or meets the requirements of the Nonprofit Organizations Policy.
- I.6 **Resident**: A person or organization that resides within the city limits of West University Place.
- I.7 **Non-Resident**: A person or organization that resides outside the city limits of West University Place.

SECTION II – ELIGIBILITY

- II.1 In order to receive Resident rental rates, a valid Texas driver's license or proof of West University Place residency is required.
- II.2 Applicants must be 21 years of age or older.
- II.3 The person signing the application must handle all transactions, inquiries and changes and be present during the rental.

SECTION II – ELIGIBILITY (continued)

- II.4 The City of West University Place will not mail applications or accept phone reservations. Non-profit groups with a current year application on file may add dates by fax or e-mail. However, initial reservations or reservations requiring fees and deposits must be made in person. Our office can fax or e-mail the application and policies to nonprofit organizations with a history of use of city facilities, however, a Photo I.D. such as a valid Texas driver's license will need to accompany the reservation as proof of residence. Non-profit groups must submit, in writing, an "Authorized List of Representatives" names, addresses and telephone numbers who have approval to make inquiries, and reservations on behalf of the organization. However, no reservation shall be considered confirmed without signature from the designated Parks and Recreation Department personnel.
- II.5 Use of facilities for business, carnivals, flea markets, childcare groups for daycare or nursery use and non-city recreation classes are not permitted. Any funds raised from the sale of items, entry fees or other financial contributions must go directly towards a certified nonprofit organization.
- II.6 The applicant is required to be present at the facility and available to City personnel during the entire course of the event for which the applicant made a reservation.
- II.7 Applicants using City facilities shall comply with all City ordinances and Federal and State laws. As in accordance with City fire codes, all exits and doorways must remain clear and unlocked during functions, and access to hallways and all fire extinguishers shall remain clear. Applicant must agree to abide by the posted maximum capacities at each facility. In addition, all posted park and pool rules must be observed.
- II.8 **Alcohol, Smoking and Gambling** are strictly prohibited in City facilities.
- II.9 At no time shall a reserving party sublease or assign its reservation to another group or organization. Nor shall the use of the building be for any purpose other than what was stated on the application.
- III.10 A Permit for Special Use of a City Facility may be required and is subject to approval from the Director or his designee. Special Use of a City Facility Permits is required to provide proof of insurance upon request.

SECTION III - RESERVATION PROCEDURES

- III.1 Facilities are available for daily use pending ***facility and staffing availability***. The following holidays are available for rentals: Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, and New Year's Day. **Rental fees will be 1.5 times the normal rate during City holidays.**
- III.2 Facility reservations may be made up to 6 months in advance and are reserved on a first come, first serve basis. Reservations will not be taken over the phone. Rental agreements must be completed and signed at the time of reservation. A \$200.00 security deposit is due at the time of reservation and must be paid by credit card.
- III.3 Rental Times:
- Community Building:**
Times vary depending on daily senior programs. Please call to check the availability. Due to city ordinance all rentals must conclude by midnight.
- Scout House:**
Times vary depending on the daily Scout and Tri Sports programs and meetings. Please call for availability. Due to city ordinance all rentals must conclude by midnight.
- Colonial Park Pavilion:**
Available 7:00am to 10:00pm Sunday through Saturday.
- Colonial Park Pool:**
For more information on the Hours of the Wooden Deck, Pool & Multi-Purpose Room, Exclusive Pool & Multi-Purpose Room, Multi-Purpose Room rental call 713-662-7420.
- III.4 Reserving a Facility:
- West University Place Residents and Organizations requesting a one time rental can reserve facilities six months in advance from the day an application is filed.** West University Place Residents requesting multiple reservations, such as monthly meetings, may reserve facilities 6 months in advance from the day an application or request is filed and are limited to 1 reservation per month. Non-residents may reserve facilities 6 months in advance with a resident sponsor. Reservations must be made at least 14 days in advance of the desired date. Facilities may be

SECTION III - RESERVATION PROCEDURES (continued)

available with less than 14 days notice pending facility and staffing availability.

- III.5 **Programs conducted by the City will be given priority at all times, and the City reserves the right to change or cancel any reservations that may conflict with a City sponsored event or program.**
- III.6 For any additional information on reserving the Scout House or Community Building, contact the Senior Services Division at: 713-662-5896. For additional information on reserving Colonial Park and/or Colonial Pool, contact the WUP Recreation Center at: 713-662-7420.

SECTION IV - PAYMENT OF FEES AND SECURITY DEPOSIT

- IV.1 All fees are due at the time the facility is reserved.
- IV.2 A minimum rental time of **2 Hours** is required for all rentals.
- IV.3 Method of payment – Rental Fees: Check, Credit Card and Cash; Deposits: Credit Card
- IV.4 To reserve a facility, the rental application must be accompanied by a security deposit. (See fee schedule for deposit amount). The minimum rental and security charges may be forfeited from the security deposit if the applicant cancels without 14 days notice, does not show up, or does not comply with facility use policies.
- IV.5 A cancellation fee of \$50 will be charged if the applicant cancels the reservation at least 14 days before the event, and the remainder of the rental fee will be credited to the applicant's account for future use. If the applicant cancels the event with less than 14 days notice, no refunds will be issued.
- IV.6 The security deposit may be used to recover the cost associated with any property of the city facility which is damaged or missing as a result of use by the applicant or shall be used to compensate for the minimum number of hours of rental time established on the accompanying fee schedules if the applicant does not show. The security deposit may be used if you exceed the number of allowed guests for a pool party & have not reconciled those additional fees after your rental. An additional charge will be billed to the user if damages exceed the security deposit.

SECTION IV - PAYMENT OF FEES AND SECURITY DEPOSIT (continued)

- IV.7 The applicant will be held responsible for their guests regarding damage to facility, property, and behavior of following the rules and regulations of the Parks and Recreation Department.
- IV.8 All rental fees are deposited upon receipt.
- IV.9 The original deposit will be credited back to the original credit card approximately seven (7) business days following the function provided the facility was clean and absent any damage.
- IV.10 The City of West University Place reserves the right to increase fees of deposit or deny an application based on the applicant's past rental history such as damaging city property, nonpayment and not following City rules and regulations.

SECTION V - ENTRANCE & ACCESS

- V. 1 A Rental caretaker will unlock and lock the facility. (Does not apply to Pavilion rentals)
- V. 2 Americans with Disabilities Act - Most facilities are wheel chair accessible with specially marked parking spaces nearby. If you require special services, please contact the Parks and Recreation Office a minimum of 72 hours prior to the event for additional arrangements. Reasonable accommodations will be made to assist your participation.

SECTION VI - CITY PROPERTY

- VI.1 Applicants shall familiarize themselves with the facility and available equipment before making an application. Tables and tables are available at most facilities, but quantities vary. Any other equipment or supplies must be furnished by the applicant.
- VI.2 The City of West University Place will not be responsible for any equipment that is not the property of the City of West University Place.
- VI.3 Applicants assume liability for the cost of repairing damage to city property or equipment occurring during occupation of the facilities.
- VI.4 The City reserves the right to require applicants, when it is deemed necessary, to provide public liability and/or property damage insurance and any other coverage to protect the property of the City of West

SECTION VI - CITY PROPERTY (continued)

University Place. Proof of insurance for certain equipment (e.g., Moonwalks) must be faxed at least 14 days in advance to 713-662-7423 and must list the City of West University Place as additional insured.

- VI.5 Tablecloths are required to be used on all tables (indoor events only) and must be provided by the applicant. Damage to tables will result in a forfeiture of the security deposit.
- VI.6 Furniture in the Lobby and Hallway of the facilities (benches, chairs, tables, and any other furniture or decorations) are NOT to be removed or relocated to any other part of the building. Any damages that occur will be billed accordingly.
- VI.7 No **pets** or **glass containers** allowed in any of the facilities.

SECTION VII - PERSONAL PROPERTY

- VII.1 Each facility has a variety of tables, chairs and other equipment for your use. None of the equipment may be taken outside of these facilities for any reason. Renters will be liable for any equipment missing as a result of the renter's use.
- VII.2 In the event the facility doesn't have an adequate number of tables, chairs or other items suitable for the applicant's needs, it is the responsibility of the applicant to make rental arrangements at their own expense. The City of West University Place is in no manner liable or responsible for personal property or rented items.
- VII.3 **Lost Items and Damages**: The City is not responsible for lost, damaged and/or misplaced personal property placed in or on its facilities or grounds. Any items that remain may be claimed by the renter for up to one (1) week after the event.
- VII.4 No equipment may be brought into the facilities without the permission of the Director of Parks and Recreation or his/her designee. All equipment must be removed from the premises the day of the event unless special arrangements have been made in writing through the City of West University Place Parks & Recreation Department.

SECTION VII - PERSONAL PROPERTY (continued)

- VII.5 **Storage:** Applicants are not allowed to store equipment or supplies at the facilities other than during the hours that are specified on the application without expressed written permission.

SECTION VIII - EVENT SECURITY

- VIII.1 The City has the right to require a certified peace officer(s) for any and all functions at the renter's expense.
- VIII.2 Dances - The City of West University Place may require dances to have security on duty during a scheduled dance event, taking into consideration among other things, the size of the group anticipated, the average age of the group, live entertainment and past experience with a group.
- VIII.3 Youth Groups comprised of persons eighteen (18) years of age or younger must have **at least one (1) adult chaperon for every ten (10) guests** (Exception: For pool parties, there must be one (1) adult chaperon for every five (5) guests ages six (6) through seventeen (17); one (1) adult chaperon per one (1) child guest if children are 5 years and younger [1:1 ratio]. All non-swimming children must have an adult within arm's length at all times [1:1 ratio]). Chaperons must be 21 years of age or older and chaperons must be present through the duration of the function, set up and clean up time included. Chaperons will count toward total number of guests for pool related rentals.

SECTION IX – SETUP

- IX.1 It is the responsibility of the applicant to set up the tables, chairs and any other items necessary for an event scheduled for reserved use. The amount of time needed to setup, hold the function and clean up shall be included in the amount of time scheduled for the event and shall be chargeable to the applicant at the rate set forth under the Fee Schedule.
- IX.2 **Pavilion** rentals: All vendors, inflatables, caterers, etc. must park on the street and off load manually.
- IX.3 Applicants are liable for the reserved facility and its equipment at all times during the reserved time. All property missing during this time will be charged to the reserving party. **The applicant must be present and**

SECTION IX – SETUP (continued)

available during the entire rental period. If a sponsor is listed on a non-resident applicant, they must also be present and available during the entire rental.

- IX.4 Applicants renting the facility are **limited to the hours specified on their application**. Billing will begin at the time the applicant enters the facility and ends when vacated.
- IX.5 Any use of the facility the day prior to a function or following a function will be billed at the same hourly rental rate.
- IX.6 Stacks of chairs are not to be dragged across the floor.
- IX.7 Electrical outlets are 110 volt only.
- IX.8 When arranging for Bands or D.J.'s please be advised that **bubble and foam** machines are prohibited. D.J.'s and bands are prohibited in the deck, pool and pavilion areas with the exception of City sponsored events.
- IX.9 No person shall bring in or use an **open flame**, flame producing device, or any flammable or combustible material, such as candles, incense, tea lights, charcoal, etc. Sterno heating elements are permitted.
- IX.10 No decorations may be secured to the walls in any fashion: **nails, staples or tape prohibited. No decorations will be attached or hung from the ceiling or light fixtures at any building.** All decorative materials must be flameproof. In accordance with City fire codes, all exits and doorways must remain clear.
- IX.11 Decorations, posters or signs are not permitted to be attached or hung from the walls, doors or columns in the lobby or hallways of the West University Place Community Building.
- IX.12 **Helium-filled balloons are prohibited in the Community Building, Scout House, and Colonial Park Multi-Purpose Room.**
- IX.13 The use of any flammable material rice, confetti, birdseed, glitter, or similar small objects are prohibited in the facilities.
- IX.14 Electronic system(s) such as public address system, stereo, VCR, DVD, film projector, screen(s), etc. are NOT available. Users must furnish their own equipment.
- IX.15 Parking is provided for patrons, but may be limited due to seasonal park facility use (i.e. Baseball, Softball, Swim Meets and Soccer Games).

SECTION IX – SETUP (continued)

- IX.16 User shall not post, exhibit, or allow to be posted or exhibited, any signs, advertisements, show bills, lithographs, posters, or cards of description, inside or outside on any part of the building, except as authorized by the Parks and Recreation Department. User shall not be permitted to nail or tack materials to any part of any facility. Damages that occur will be billed according to repair costs.

SECTION X - CLEANUP – JANITORIAL SERVICE

- X.1 The applicant is responsible of disposing of all garbage in the designated receptacle, remove all decorations. Additionally, the applicant must clean and return all tables and chairs to the proper location and otherwise return the building and grounds to the condition they were in before the applicant's rental period. For pool and pavilion rentals, it is the applicant's responsibility to take any & all trash properly disposed of in trash bags to the staff (front desk or lifeguards) for proper disposal. It may not be left in party area for pick-up at a later time. For all after hours pavilion rentals, please leave trash bags by the outside restroom under the covered picnic area located next to tennis court entrance.
- X.2 Trash bags, toilet paper, paper towels and cleaners are provided in the supply closet. Deck, Pool and Pavilion renters are required to provide their own trash bags and cleaning supplies.
- X.3 Trash can's will be provided for trash only, please use your own containers for beverages.
- X.4 A \$45 Administrative Service Fee is required for all indoor rentals serving food and/or beverages.

SECTION XI –CHANGES, CANCELLATIONS, AND REFUNDS

- XI.1 Cancellations received 14 days prior to the scheduled rental date will be imposed a \$50.00 fee.
- XI. 2 Rental fees may be applied to another date, pending availability. Additional rental fees may apply.

SECTION XI –CHANGES, CANCELLATIONS, AND REFUNDS (continued)

- XI.3 Rental cancellations made at least 14 days prior to reservation will receive a credit to their account, less the \$50 cancellation fee.
- XI. 4 **Rental Rain Outs** (Pool, Deck and Pavilion Only) will be determined by the Recreation Manager, or his/her designee. If a rain out occurs, the Lessee may reschedule the event to another date pending availability or receive a credit on their account. A request must be made, in writing, to request a credit to be issued onto Lessee's account or to reschedule to an alternate date. This written request should be emailed to bbakes@westutx.gov or faxed to 713-662-7423 within 72 hours of the originally scheduled reservation. If a rain-out is approved and Lessee opts for a credit, the Lessee receives a credit to their account, not including the deposit.
- XI. 5 Staff of the Parks and Recreation Department reserves the right to reassign rooms or centers in order to better facilitate the ratio of room size to group size. Every effort will be made by the City's representative to avoid canceling any confirmed reservation. However, in the event of an emergency or an extreme situation beyond the control of the City's representative, a confirmed reservation(s) may have to be canceled. All groups should be aware of this possibility. Should a reservation be canceled for these reasons, it may be rescheduled or a full refund given.

SECTION XII - EMERGENCIES

- XII.1 In case of emergencies during the use of facilities, including but not limited to: plumbing problems, power failure and air conditioning problems, the applicant shall contact the Rental Caretaker or staff member on duty.

NOTES

[illegible]